

-----Original Message-----

**From:** Rajesh B. Shah [mailto:shah@shah-usa.com]

**Sent:** Sunday, February 08, 2004 10:07 PM

**To:** emoran@icc.state.il.us

**Subject:** Shah v. Illinois Bell, 03-0494



**Rajesh B. Shah**

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Respected Judge Moran:

I am glad that we are in next face of the case in reference to above mentioned file number. One of the thing that bothers me is, I am very much confident that original order was placed as residential line and date of installation was assigned to me. At that time, I was given different telephone numbers. Later, the whole file was closed at their own discretion and was reentered as business line with different telephone number and different installation date.

During the whole case, SBC is maintaining that order was placed as business line and not residential line. They are maintaining truth if they are referring to telephone lines which were offered at their discretion after their internal transfer of request for installation of residential line. I requested SBC that I would like to get information about the history of my order request based on Social Security number and not by telephone number. However, that request was ignored completely and I was told that this is the only order I placed with the telephone number. The original order was placed in about one week range prior to their record showing business order.

Per their attitude, I feel that because I filed the complain for telephone numbers 312-789-9500 and 312-789-9600 they are not suppose to disclosed the original order which was placed as residential line and different telephone number was assigned. I also feel that because I filed the complain, SBC is treatment to the complain is as burden of proof is on me. I know I had the original information of telephone somewhere but I can not find it now. It may be buried in some papers or I might lost it.

Anyway, at this point, I do not see any significance of SBC's telling me that they never received order for residential telephone line and I placed order as business line. If it of significance, please guide me otherwise, I still believe that you have sufficient information which can lead to make decision.

Sincerely,

Rajesh B. Shah

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